

10414us How do I extend the USB cable length of my ActivBoard?

Applicable to:

All ActivBoards with USB connectivity

Solution:

The Activboard range is supplied with a 5 metre USB cable. If the length of USB cable required is greater than 5 meters, our advice is that you use:

- a) A serial connection of up to 20 metres, with a 'Keyspan' Serial to USB convertor when using version 2 ActivBoards (identifiable with 3.xx firmware)

Or

- b) The wireless upgrade kit, if using version 3 ActivBoards (ActivBoard 100, ActivBoard 300 or ActivBoard 300 Pro - identifiable with 8.xx firmware), which will enable you to connect to your board up to 75 metres away. This is a safe and reliable connection using Promethean's 2.4GHz ActivAir Protocol.

If you choose to use USB extension cables instead of the serial recommendation for version 2 ActivBoards, or 2.4GHz connectivity (Wireless Upgrade) for version 3 ActivBoards, our advice is that you use **self powered** USB extension cables, which boost the USB signal at least every 5 metres. Please note, if you decide to use USB extensions, and you are experiencing issues with connectivity to your board, the first port of call is to remove these cables, and use the original cable supplied with the board. If the board then functions correctly, the issue with connectivity is being caused by the extension cables in use – this may be due to a fault with these cables, or poor quality.